North Carolina Department of the Secretary of State

Creating and Managing Your Account

Below are instructions on how to create and manage your account for placing orders or subscribing to e-mail notifications with the Corporations Division at the NC Department of the Secretary of State. The links below are to assist you in moving through these instructions. If you have questions or any trouble creating or managing your account, call our customer service representatives at 919-807-2225 or e-mail corpinfo@sosnc.com.

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Creating an Account

Follow the below steps to set up an account.

1. From the Corporation's homepage, click "Account Login."
2. At the login screen, choose "Click here to create a new account."
3. Determine the type of account you wish to create: Organization or Personal.

   Note: If creating an Individual Account to allow an authorized representative to order documents on behalf of an Organizational Account, **DO NOT** enter the business entity's ACH information here. The authorized representative will automatically be linked to the Organizational Account by updating the Organization's Account profile with the name of the representative. You will need to do this first. See below.

4. Complete all fields, including name, address, phone and fax numbers.
5. Complete the E-mail address fields with address of
   a. The person to be notified on behalf of the entity

    b. The person to receive Document Notifications
    c. The person to receive copies of invoices (marked as paid)
    d. Enter the ACH information. (Optional – not needed for E-mail notification or if using a credit card) Routing number (normally the first set of numbers at the bottom of the check)
    e. Account number (normally the second set of numbers at the bottom of the check)
    f. For information on where the Account and Routing Numbers are located on your check, click here.

6. Click to enable ACH – if you have entered the ACH information
7. Create User ID and Password of your choosing. There is no limit to the number of characters. Also, write this down for future orders or payments.
8. Click "Submit" to view a confirmation page of your entries.
9. Write down or otherwise keep your login and password for future use.

Managing My Account

Once you have logged into your account there will be tools available to manage your account located on the left information column under Online Orders. The tools and descriptions are as follows: ***Note: these tools are not visible unless you are logged into your account.***

1. Start an Order – to begin a new order
2. Pay A Paper Invoice – allows payment of an invoice online
3. New Payment Procedures – information on the payment procedures
4. Shopping Cart – to view your shopping cart
5. Manage My Reps – to add, delete or change representatives on the account
6. Check My Orders – to view orders placed within the past thirty days
7. Past Orders Report – to view older orders
8. Maintain My Profile – to make any changes in address, ACH or Credit Card Information
9. Privacy Policy – Privacy Policy of the NC Secretary of State's Office
10. Verify Certification – website to verify the certification number of a document
11. Logout – to log out of your account

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Change My Account Information

Once an account has been created it is not necessary to create a new account in order to subscribe to e-mail notifications, purchase documents online using a credit card or ACH transaction. If you have to change information on your account you will need to view your profile by clicking "Maintain My Profile" and following the procedures below.

Change ACH Information

1. Go to "Account Login" or "Start an Order" at the Corporation's home page.

2. Log in to the system with your current User ID and Password.
3. Click “Maintain My Profile” in the far left column.
4. In the center of the screen in blue, choose “click here to update your information.
    a. Enter the ACH Information
        i. Account Routing
        ii. Account Number
    b. Make any other changes as necessary
    c. If you are adding or changing an ACH number, make sure “Enable ACH” is checked.
5. When you are finished, click “Submit.”

Adding or Changing Organizational Representatives

To view all representatives currently authorized to purchase or file documents online, click “Manage My Reps” by following the procedures below.

Adding a Organizational Representative

When adding a Rep to a commercial account, you will need to first create the individual’s login and password before adding them as a Rep to the commercial account.

1. Create an individual account for Representative excluding payment method and then log out.
2. Go to “Account Login” or “Start an Order” at the Corporation’s home page
3. Log into the system with the Organizational Login ID and Password.
4. Click “Manage My Reps.”
5. To add the new individual as an Organizational Representative, enter the Login ID created and click “Add Rep.”
6. If a user is listed here as a representative on the Organizational Account, it is not necessary to update a representative’s Individual Account Profile with ACH account information

Deleting Reps

7. From the “Manage My Reps” window (see above steps 2-4)
8. Check the box next to the Rep to be deleted
9. Click “Delete Reps.”

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E-Mail Notification Subscriptions

Adding Subscription for One Entity

1. Click “Account Login” or “Start an Order”
2. Sign on with your account login and password. If you have never created an account, you will need to create an account. Click here to see how to do this.

3. Click “Search By Corporate Name”
4. Open a corporation
5. Click on “**Add entity to my email notification list”** at the top of the page.

Adding Subscription for All Entities for a Registered Agent

1. Click “Account Login” or “Start an Order”
2. Sign on with your account login and password. If you have never created an account, you will need to create an account. Click here to see how to do this.
3. Click “Search By Registered Agent”
4. Open a registered agent
5. Click on “Add all listed entities to my email notification list.”

To unsubscribe for one entity

1. Click “Account Login”
2. Sign on with your account login and password
3. Click on “E-mail Notification Subscriptions” under the Searches heading
4. Click “unsubscribe” next to the entity you want to unsubscribe to.

To unsubscribe to all notifications

1. Click “Account Login”
2. Sign on with your account login and password
3. Click on “E-mail Notification Subscriptions” under the Searches heading
4. Click “unsubscribe” all.

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